

CX Moment

Centennial values customer service and is focused to be the most proactive government with the *best customer experience*.

While there is a lot of buzz around “loving the customer” and “delighting the customer” the customer is not thinking this way. The bulk of customer interactions, both internal and external, are “get it done” interactions.

So, what does this mean?

Each customer, or person we work with, has a personal perceptions and expectations about service levels. Timely responses and easy access to information are what create great experiences in service based organizations.

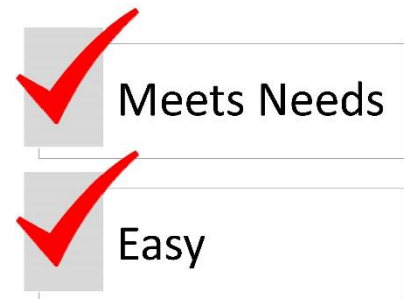
This means we must fulfill basic needs to create positive customer experiences.

What this means for Centennial

It is extremely important to meet the basic expectations.

When you meet people’s basic expectations over time, they will stand by you and possibly even tell others about their positive experiences with you.

In providing service to others there are basic expectations of timely, responsive service and easy, stress free interactions that we each must satisfy. The following are important characteristics of responsiveness and ease as related to service interactions:



- [Responsiveness](#) is one of Centennial’s three Quality Service Guidelines (along with Ownership & Integrity). Responsiveness is reacting quickly in an appropriate and accurate manner for a particular situation. Responsiveness is an individual as well as a group quality, which means people need to be able to depend on you.
- [Ease of Doing Business](#) involves reducing effort and creating service experiences which meet people’s needs and are also easy and enjoyable. Easy customer experiences are ones in which people, technology, and equipment are readily accessible, processes are quick and information is clear and helpful.

Remember, the best thing you can do to positively impact the customer experience is to meet people’s basic needs.

Thanks for everything you do to make service at Centennial great for our customers!